

# Contacting the CIT Customer Success Team

Our Customer Success Team is dedicated to ensuring your satisfaction and helping you make the most of our products and services. In this guide, we will outline the various ways you can get in touch with our team for assistance.

## CUSTOMER SUCCESS TEAM SUPPORT CHANNELS



### Email Support

You can reach our Customer Success Team via email at [success@citsolutions.net](mailto:success@citsolutions.net). Our team will respond to your inquiry within 24 hours during business days. Please provide as much detail as possible in your email.



### Phone Support

For immediate assistance, you can call our Customer Success Team at **651.255.5795**. All calls are handled by our Dispatch team, who will create a support ticket and then route your call to a live Customer Success representative. **Phone support is available Monday through Friday, 8:00 AM – 5:00 PM CST**, excluding holidays. Please have any relevant information ready when you call.

## CONTACTING THE CUSTOMER SUCCESS TEAM

To ensure efficient and effective communication with our Customer Success Team, it's helpful to have relevant information ready when you call or email us. Below is an outline of the information you should prepare based on the services we provide:

### Managing Your Inquiries

- A clear description of your question or concern
- Any relevant account numbers, order numbers, or invoice numbers
- Any relevant screenshots or error messages (if applicable)

### Quoting Hardware & Software

- A list of the specific hardware or software you need quotes for
- Any special requirements or preferences (e.g., brand, model, features)



## **Assisting with Invoice & Purchase Order Questions**

- Invoice or purchase order number
- Specific questions or concerns related to the invoice or purchase order

## **Hardware Requests**

- Type of hardware needed (e.g., desktop, laptop, monitor)
- Any specific requirements or preferences (e.g., brand, model, features)
- Quantity needed

## **Microsoft 365 and Adobe Licensing Requests**

- Number of licenses needed
- Type of licenses (e.g., Microsoft 365 Business Standard, Adobe Creative Cloud)
- Any additional information about your organization's licensing needs

## **Checking for Updates on Purchase Orders/Tracking Details**

- Purchase order number
- Date of order placement
- Any specific questions or concerns related to the order status or tracking details

## **Updates to Company Information**

- Current company information on file
- Specific changes needed (e.g., adding or editing users, updating the address)
- Any additional information or documentation required for the changes

## **General Questions and Support**

- A clear description of your question or concern
- Any relevant account information, order numbers, or invoice numbers (if applicable)
- Any relevant screenshots or error messages (if applicable)

By having this information ready when you contact our Customer Success Team, you'll help us provide you with a faster and more accurate response. We're looking forward to assisting you with your needs and ensuring your success with CIT's products and services.

## **SERVICES OFFERED BY THE CUSTOMER SUCCESS TEAM**

### **Managing your inquiries**

Our team is committed to addressing your questions and concerns promptly and efficiently. Whether you need help with a specific issue or have a general question, we're here to help.

### **Quoting hardware & software**

We can provide you with accurate quotes for the hardware and software you need, ensuring that you make informed decisions about your technology investments.

### **Assisting with invoice & purchase order questions**

Our team can help you with any questions related to your invoices and purchase orders, including payment terms, order status, and tracking information.

### **Hardware Requests**

We can provide quotes for new or replacement desktops, laptops, and monitors, ensuring that you have the right equipment to meet your business needs.

### **Microsoft 365 and Adobe licensing requests**

Our team can assist you with your Microsoft 365 and Adobe licensing needs, making sure that you have the right licenses for your organization.

### **Checking for updates on purchase orders/tracking detail**

We can provide you with timely updates on your purchase orders, including tracking details, so you always know the status of your orders.

### **Updates to company information**

Our team can help you with any changes to your company information, such as adding or editing users, updating your address, and more.

### **General questions and support**

If you have any other general questions or need assistance, our Customer Success Team is here to help or direct you to the appropriate team within our organization.

